

Easy Access to Government: Georgia's State Government Portal

Georgia's portal, www.georgia.gov, makes it easy to access information and services without knowing the names or functions of each government agency. People who conduct business with the government through the portal are assured that their privacy is protected.

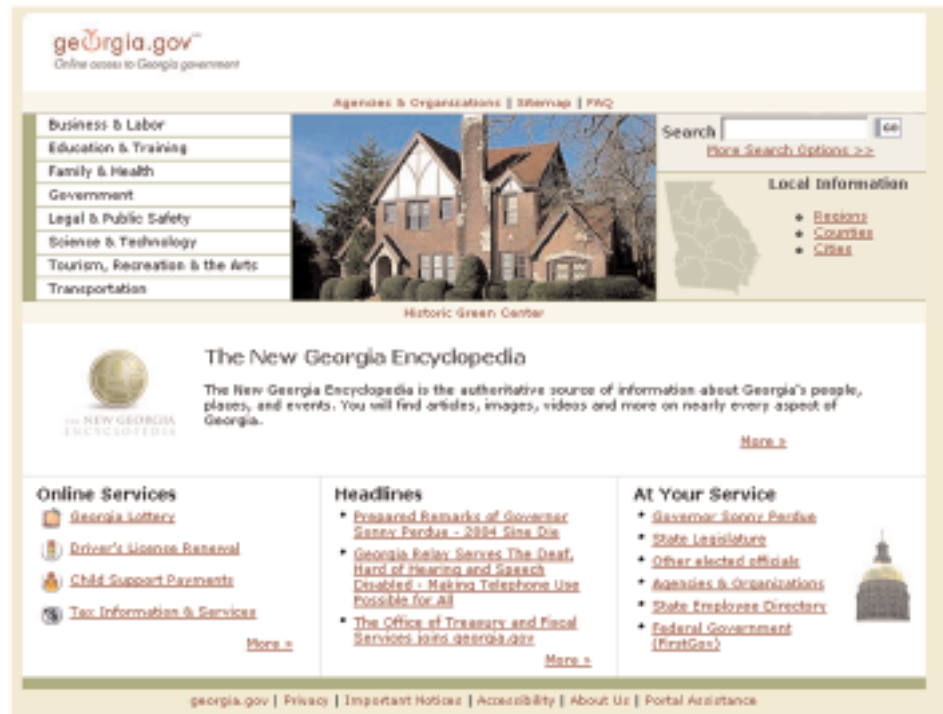
The portal was launched in July 2002. Today, every state agency has a presence on the portal that provides basic information and links to agency Web sites. The following agencies have moved their Web content to georgia.gov:

- Office of Inspector General
- Lieutenant Governor's Office
- State Road and Tollway Authority
- State Board of Workers' Compensation
- Department of Human Resources (partial)
- Georgia Technology Authority
- Department of Public Safety
- Office of Treasury and Fiscal Services

The portal provides basic information about all 159 Georgia counties and 246 municipalities, including every county seat.

On the way to online convenience

- Since the portal's launch, page visits have increased from 1.4 million to 3 million per month.



- In the first 18 months, more than 76,000 drivers renewed their license on the Internet or by phone, avoiding a trip to a Department of Motor Vehicle Safety office.
- Parents use the portal more than 2,000 times a day to check the status of child support payments. Within a few months of offering the "Where's my child's check?" service, calls about the status of child support payments decreased from one third to less than five percent of all calls. Collections increased by \$32 million despite the economic downturn and no additional staff.

- Since the business registration application went online in February 2003, more than 14,000 registrations have been processed online. The service allows businesses to apply for a state sales tax identification number and a Federal Employee Identification Number at the same time. Estimated savings total more than \$500,000.
- The Composite Board of Medical Examiners recently launched the Annual Physician License Renewal Application, allowing physicians to renew their professional licenses online.

More services on the way

Several new services will be added to the portal in coming months.

- The Georgia Felony Records Search will enable businesses and schools to search the Georgia Bureau of Investigation's felony records database and receive instant results about convictions in Georgia courts.
- Commuters in metro Atlanta will soon be able to apply for a Georgia 400 toll card online.
- DHR and GTA will add six interactive services to the portal by the end of calendar year 2004. DHR is also moving an additional 7,000 pages of content to the portal.
- An authentication process will make it possible to identify an individual user and grant secure access to particular services.
- Another application will enable agencies to collect data by creating online surveys and forms.

Increasing government efficiency

To make it easier for state agencies to move their Web content to the portal, GTA is waiving charges for content management services, content hosting and providing assistance to users through the georgia.gov Contact Center.

Through the portal, state agencies are able to more rapidly establish online services using common components for processing credit cards, updating demographic information and accessing geographic information. Sharing components means cost savings for state agencies, and it enables staff to concentrate on providing a service rather than online access.

Local governments will be able to move their Web content onto the portal in the future.

Help when you need it

The georgia.gov Contact Center answers questions about services on the portal and helps users find the information they need. The center is open Monday through Friday from 8 a.m. until 5 p.m.

Cutting-edge technology makes it happen

The portal's most innovative feature is its interoperability architecture. It uses Web Services to integrate information from different computer systems in Georgia state government. Industry standards like XML (eXtensible Markup Language) and SOAP (Simple Object Access Protocol) make it possible to organize online transactions, services and information around the tasks that citizens and businesses want to accomplish. The portal's architecture makes it easy to add new technologies based on industry standards.